



A criminal investigation agency

Ensures accurate identities within the state's databases

At a glance

Industry:

- Public sector

Agency description:

- State-wide agency in the southeast that assists the criminal justice system with investigative, scientific, and information services

Challenge:

- Ensure the accuracy of identities within the state's various information systems

Solution:

- Experian Data Quality's NameSearch solution was deployed at data capture points to ensure accuracy of identities

Results:

- The agency is able to correctly match names to the right records in their database, ensuring that highly sensitive information is not misplaced

About

This southern, state-wide criminal investigation agency has had a long history of assisting the criminal justice system with investigative, scientific, and information services of the highest quality. With a strong commitment to improving the quality of life for the State's citizens, the agency works diligently to help solve crimes and reduce criminal activity.

Challenge

The agency is responsible for maintaining all data pertaining to criminal activity in the state. As the central repository for all crime-related data, the division houses a host of information including criminal histories, uniform crime reports, the Sex Offender Registry, the Protective Order Registry, and the state's fingerprint database.

Supporting the state's entire criminal justice system with up-to-date forensic sciences and crime information services requires a tremendous amount of coordination. Having quality data is essential to providing these services.

Specifically, the agency needed to have the ability to verify and match identities to the correct records in their database. According to a representative from the agency, "Because certain names are often spelled alike, we needed a way to prevent people from ending up in the wrong file."

When it comes to matters of criminal records, a case of mistaken identity can have serious implications on citizens' lives.

Solution

The agency takes their data quality very seriously. "We must maintain the integrity of the data," the representative stated. As a proactive step, they began looking for a data quality solution as part of an upgrade to their criminal history database. On a recommendation by their current vendor, they implemented Experian Data Quality's NameSearch solution into the database.

NameSearch is a contact data matching solution that offers phonetic fuzzy matching and duplicate identification capabilities. Using phonetic search technology, NameSearch overcomes dissimilarities between single and multiple data sources due to misspellings, nicknames, extra or missing information, acronyms, prefixes, suffixes, noise words, keyboard errors, and more.

After the success they experienced with that project, the agency then deployed the NameSearch API into two other major databases where they saw a need for data quality measures: the Sex Offender Registry and the Protective Order Registry. In these databases, the NameSearch solution is being used to ensure that the data they collect from registrants is accurate.

"Our staff expects a certain level of quality, and the NameSearch solution passes through our testing without a problem. It does exactly what it's supposed to do."

Results

After deploying Experian Data Quality's solution, the agency has been able to correctly match citizens' names to the right records in their databases, ensuring that highly sensitive criminal record information is not misplaced. In addition, the solution has performed up to the high standards of the agency's trained staff. The representative notes, "Our staff expects a certain level of quality, and the NameSearch solution passes through our testing without a problem. It does exactly what it's supposed to do."

We take our data quality seriously, so you can be sure your data is accurate.
Contact us to learn more about our contact data validations tools.

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